

Exhibit A

AS REQUESTED

-----Original Message-----

From: julie.a.canny@verizon.com
[mailto:julie.a.canny@verizon.com]
Sent: Wednesday, August 16, 2000 1:53 PM
To: Clancy, Mike
Cc: william.d.smith@verizon.com
Subject: Re: FW: MA data

While I defer to my attorney for a final answer - Mass is not like NY with regard to CLEC specific reports. The MA DTE has selected to use the NY C2c reports for purposes of the KPMG test. The only CLEC specific reports we are creating in MA is for CLECs covered by the consolidated arbitration. The DTE has not as yet required full c2c reporting for CLECs or established any additional requirements here. Part of this is covered in the performance plan proceeding.

We are not doing CLEC specific C2C reports for anyone in MA, nor do we have the programming complete to do so at this time. So the bottom line is unless you are covered by the consolidated arbitration, there are no reports for you.

"Clancy, Mike" <MClancy@covad.com> on 08/16/2000 01:27:48 PM

To: "Julie Canny (E-mail)" <julie.a.canny@verizon.com>

cc: (bcc: Julie A. Canny)
Subject: FW: MA data

Julie,

Did Bill ever get to you on this? How do I get MA specific data? While you're at it please let me know how to get the data for other states in the footprint.

thanks,

Mike

-----Original Message-----

From: william.d.smith@verizon.com
[mailto:william.d.smith@verizon.com]
Sent: Friday, July 21, 2000 1:31 PM
To: Clancy, Mike
Cc: julie.a.canny@verizon.com
Subject: Re: MA data

Mike,

I'm forwarding your request to Julie, who should be back from vacation on Monday.

Bill

"Clancy, Mike" <MClancy@covad.com> on 07/21/2000 11:40:53 AM

To: William.D.Smith@verizon.com
cc: (bcc: William Smith/EMPL/NY/Bell-Atl)
Subject: MA data

Bill,

I noticed in BA's 271 testimony for MA that BA generates the same metrics in MA as in NY. I once asked you how I would get those. I think, at that time, they were not being generated. Are they available in CLEC specific form like what I receive for NY?

If so, please let me know who to contact so I get that data.

thanks,

Mike

Exhibit B

-----Original Message-----

From: thomas.m.dreyer@bellatlantic.com
[mailto:thomas.m.dreyer@bellatlantic.com]
Sent: Thursday, June 08, 2000 4:01 PM
To: janet.e.parke@bellatlantic.com; cvcowden@2c2.com;
jogailey@2c2.com;
janestor@2c2.com; mswift@accorp.com;
amy.black@adelphiacom.com;
rich.dallmann@adelphiacom.com;
darrell.dole@adelphiacom.com;
jerry.gerasimou@adelphiacom.com;
jodi.jones@adelphiacom.com;
jim.keating@adelphiacom.com; victor.kovacs@adelphiacom.com;
Kristen.Kropid@adelphiacom.com;
lynn.menzel@adelphiacom.com;
joey.white@adelphiacom.com;
doreen.best@allegiancetelecom.com;
lori.brosky@allegiancetelecom.com;
nina.carreiro@allegiancetelecom.com;
David.Denmon@allegiancetelecom.com;
loriann.ercan@allegiancetelecom.com;
Rich.Frantz@allegiancetelecom.com;
mary.goldrick@allegiancetelecom.com;
Rob.Lanza@allegiancetelecom.com;
robert.mccausland@allegiancetelecom.com;
gail.racine@allegiancetelecom.com; paul.brown@alltel.com;
john.e.granby@alltel.com; kkirby@alts.org;
dwolcott@alts.org;
rnk9@aol.com; wcarmody@att.com; kirchberger@att.com;
rcohn@atx.com;
kdye@atx.com; gfath@atx.com; phan@atx.com;
smcintir@atx.com;
cmurray@atx.com; dulin@atx.com; jlennon@broadviewnet.com;
rsommi@broadviewnet.com; joshua.fox@cw.cablew.com;
mclift@cavaliertelephone.com; lsims@cavtel.com;
pattersons@cfw.com;
sledgej@cfw.com; jcalzone@choiceonecom.com;
jcurrie@choiceonecom.com;
phuberhauck@choiceonecom.com; kkellerson@choiceonecom.com;
kscovill@choiceonecom.com; csmith@choiceonecom.com;
tracy_taylor@cable.comcast.com; tmonroe@comptel.org;
john.citrolo@conectiv.com; joanne.scanlon-
prestia@conectiv.com;
mclancy@Covad.COM; vevans@Covad.COM; jkatzman@Covad.COM;

kmarkley@Covad.COM; tpowderl@Covad.COM; donnel@ctcnet.com;
wbluemling@dsl.net; mdef@epix.net; rlreeder@epix.net;
james.falvey@espire.net; alex.geib@espire.net;
mcross@fairpoint.com;
mjones@fairpoint.com; peudy@fairpoint.com;
christopher_poynter@globalcrossing.com; rfox@gnaps.com;
jnoack@gnaps.com; jlivengood@hyp.attmail.com;
wmknapek@intermedia.com;
jmmaxwell@intermedia.com; bpshever@intermedia.com;
scotta@lci.com;
cullatha@lci.com; Michelle.Olinsky@wcom.com;
timothy.stover@mci.com;
lonnie.hardin@wcom.com; pautry@nas-corp.com;
cgreen@net2000.com;
medwards@net2000.com; thansel@net2000.com;
mmoore@net2000.com;
cmckee@net2000.com; dgonzalez@nextlink.net;
rhicks@nextlink.net;
espradley@northpointcom.com; taulisio@northpointcom.com;
khelms@nwp.com;
lkorner@nwp.com; Dick.padulo@paetec.com; john@picus.com;
Nichole@picus.com; scorona@prismcsi.net;
chris.ciabattone@rcn.net;
rahul.dedhiya@rcn.net; jim.frutche@rcn.net;
DG.gulati@rcn.net;
Joe.Kahl@rcn.net; ellen.mattis@rcn.net;
ramona.price@rcn.net;
susan.stellon@rcn.net; Lisa.Undercuffler@rcn.net;
craig.wert@rcn.net;
pbannwart@rhythms.net; Debby.Brannon@teligent.com;
lconry@rhythms.net;
toni.evans@teligent.com; mary.hunt@teligent.com;
tmckiver@rhythms.net;
Terri.Natoli@teligent.com; pandrianopoulos@rhythms.net;
rrowe@rhythms.net; carolyn.stup@teligent.com;
nturnbo@rhythms.net;
swargo@rhythms.net; baileytwc@aol.com;
Erin.Drake@twtelecom.com;
tim.kagele@twtelecom.com; libby.hale@twtelecom.com;
rochelle.jones@twtelecom.com; stmurray@winstar.com
Subject: Minutes from May 16 BAUG

Attached are the proposed minutes from the May 16th BAUG meeting. I

welcome your comments. Based on the meeting, I have rearranged the issues into the following categories: General, Voice-Related, DSL-Related, Interconnection-Related, Resale-Related. After your issues call, let me know if you are OK wiith these categories.

As requested at the end of the last BAUG, we sent out an electronic list of the BAUG attendees from recent meetings. If anyone did not receive it, please let Janet know.

In addition, I believe that we closed out the following issues at the May 16th BAUG:

I. General Issues:

Issue 36: Schedule for Future BAUG Meetings

Issue 38: Issue Resolution Interval

II. Voice-Related Issues:

Issue 17: Deficient Trouble Ticket Management.

Issue 24: BA's Completion of Loop/LNP Orders

Causing the CLECs to

Experience Directory Listings Errors.

Issue 30: FOC Performance measurements

Issue 43: Incorrect INP Charges on Bills in New

England

IV. Interconnection-Related Issues:

Issue 25: What is BA's Process for Augmenting an Entrance Facility.

Issue 27: CLECs Requesting Parallel Provisioning

V. Resale-Related Issues:

Issue 40: Resale Billing with Multiple Independent Invoices

Issue 41: Incorrect End Users on CLEC's DUFs

Issue 42: Inconsistent House & Riser Rates

Components on Bills

Issue 44: IXC Charges Appearing on Resale Bills

Issue 46: Process for Stopping a Port and

Associated Disconnect

within 48 Hours of the Install Date

Please advise if the BAUG agrees with this determination.

Thanks.

The next BAUG meeting is July 18th. The meeting will be held at BA's location at 1717 Arch ST., 10th Floor in Room 8 in Phil. The meeting will start at 10am and end around 2:30pm. The dress attire is business casual. Please send your RSVP for your attendance to Janet Parke by July 7th.
Thanks.

Please send a copy of any comments to Janet also.

(See attached file: BAUG Minutes Revised 051600.doc)

If anyone wants to be removed from our mailing list, please notify me by email. If you have any questions, you can call me at (914) 741-7600 or send me an email. Thanks,

Tom

BAUG ISSUES
General Meeting

INDEX
of
Minutes from May 16, 2000 Meeting

I. General Issues:

Issue 1: Review of Practices, Organizational and Other Changes within BA.
Status: Open - Ongoing

Issue 36: Schedule for Future BAUG Meetings
Status Open - 4-06-00; Closed 5/16/00

Issue 38: Issue Resolution Interval
Status Open 4-06-00; Closed 5/16/00

II. Voice-Related Issues:

Issue 16: Late FOCs on Access Orders.
Status: Open – 7/8/99

Issue 16a: Late FOCs on Loop Orders
Status: Open – 7/8/99

Issue 17: Deficient Trouble Ticket Management.
Status: Open – 12/8/98; Closed 5/16/00

Issue 24: BA's Completion of Loop/LNP Orders Causing the CLECs to Experience Directory Listings Errors.
Status: Open - 5/18/99; Closed 5/16/00

Issue 30: FOC Performance measurements
Status: Open – 9/8/99; Closed 5/16/00

Issue 37: LNP Disconnect
Status Open 4-06-00

Issue 43: Incorrect INP Charges on Bills in New England
Status: Open – 4/11/00; Closed – 5/16/00

III. DSL-Related Issues:

Issue 31: Denial of Loops Where there are No Facilities Available
Status: Open – 10/13/99

Issue 32: Failure to Provision Loops on Committed Due Dates
Status: Open – 10/13/99

Issue 33: Long Loop (greater than 18,000ft) Rejections

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Status: Open – 10/13/99

Issue 34: Facility Relief Action Plan

Status: Open 3/2/00

Issue 35: UNE DSL Loop Testing

Status: Open – 3/2/00

IV. Interconnection-Related Issues:

Issue 22: Interconnection Trunk Management

Status: Open 2/99

Issue 25: What is BA's Process for Augmenting an Entrance Facility.

Status: Open – 5/18/99; Closed 5/16/00

Issue 27: CLECs Requesting Parallel Provisioning

Open: 7/8/99 Status: Closed – 3/2/00 Re-opened 4-6-00; Closed 5/16/00

V. Resale-Related Issues:

Issue 39: CABS BOS Format

Status: Open – 4/11/00

Issue 40: Resale Billing with Multiple Independent Invoices

Status: Open – 4/11/00; Closed – 5/16/00

Issue 41: Incorrect End Users on CLEC's DUFs

Status: Open – 4/11/00; Closed – 5/16/00

Issue 42: Inconsistent House & Riser Rates Components on Bills

Status: Open – 4/11/00; Closed – 5/16/00

Issue 44: IXC Charges Appearing on Resale Bills

Status: Open – 4/11/00; Closed – 5/16/00

Issue 45: Missing Port and NID Information on Loop Orders

Status: Open – 4/20/00

Issue 46: Process for Stopping a Port and Associated Disconnect within 48 Hours of the Install Date

Status: Open – 4/20/00; Closed 5/16/00

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General Meeting

Issue 1: Review of Practices, Organizational and Other Changes within BA.

Bell Atlantic should standardize with best practices its policies and procedures between and within the North, South and Central areas

Example #1: In order to place an interconnect order for 911 trunks in Pennsylvania, the order must be placed with two separate organizations (CATC & TISOC): a T1 order with one group and a trunk (DSOs) order with another. In New York (North) and Washington, D.C. (South), these orders are handled by one group.

Example #2: With the exception of billing, all functions and processes for implementation for interconnection vary significantly between the North and South, e.g., ASRs, LSRs, CSRs, LNP testing, OS/DA, SS7.

Example #3: Directory Listing process for Customer Service is via the Web Gui for South and via a faxed form for the North.

CLEC proposed resolution: BA should standardize its interconnection process so CLEC do not have to repeat functions and waste time. A timeline of all key functions should be published to CLECs at every BAUG meeting. This timeline should include the changes for specific functions.

Bell Atlantic Proposed Resolution: Bell Atlantic has been, and will continue to, review the practices deployed in BA North and BA South to determine the best practices to be adopted for the entire BA region.

Bell Atlantic has already consolidated some functions (e.g., trunk ordering and provisioning has been consolidated under Eileen Mahoney for the entire region; Ken Johnson has trunk planning for the entire region; UNE loop and LNP provisioning and maintenance has been consolidated under Mike Peduto in the RCCC and RCMC, respectively) and adopted some processes for the entire region (e.g., LNP provisioning and maintenance 5 step process which was distributed at the 11/4 meeting – see attachment 1; the TISOC in BA North has been reorganized to handle pre-ordering and ordering of resale and UNE loops, as existed in BA South; the RETAS electronic process for trouble reporting that exists in BA North will be implemented in BA South).

Bell Atlantic discussed the formation of the new Network Services organization under Paul Lacouture. In particular, we discussed the changes to John Griffin's TISOCs and Craig Soloff's CATC groups. Attached are the organization charts for John's and Craig's groups.

Bell Atlantic will keep this issue open as a means for Bell Atlantic to notify the CLECs of additional changes planned and/or implemented on an ongoing basis.

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On March 30th, Mike Peduto reviewed Bell Atlantic's plans to consolidate all RCMC maintenance functions into two (2) redundant locations in New Jersey. The RCMC function will be moved out of New York City to the New Jersey location.

On May 18th, Mike Peduto, Director for the RCMC, provided an update on the pending plans to consolidate all RCMC functions at redundant locations in New Jersey. There were some employee issues that needed to be resolved prior to the move. Mike also reviewed the addition of Ed Riley as the Director of the RCCC in the North; Mike will maintain ownership of the RCCC in the South.

At the August 3rd meeting BA advised the BAUG that, in July, the TISOC organization added three Executive Directors that will report to John Griffin, VP of CLEC Operations. In addition, a fourth executive director will be named next week. The new executive Directors are:

- Tom Maguire, Executive Director – CLEC Provisioning for Hot Cuts & Maintenance/Operational Metrics
- Claire Beth Nogay, Executive Director CLEC Provisioning for New Loops
- Ed Marcella, Executive Director – TISOC Service Delivery
- John White, Executive Director – Digital CLECs.

CLEC Action Requested: Provide CLECs with organization charts at the May BAUG meeting of the mergers BA announced in Jan. Organization charts were provided at the August 3rd session. Additional requirements: Bell to discuss the impact of the TIS /Carrier merger as it relates to standardization of policies and practices between North and South. Furthermore, how is Bell going to implement the PA. State ruling on separation of the Wholesale versus Retail parts of Bell Atlantic and what impact will it have on these aforementioned policies and procedures.

On Oct. 13th, BA advised the BAUG of the consolidation of the Pat Hanley's Carrier Services group with Jack Goldberg's TIS group effective September 1st. The new organization will be called Wholesale Market and Pat will be the new President. Any further details will be provided at the next meeting. In addition, BA stated that the PA ruling is under consideration within BA.

At the March 2, 2000 meeting BA provided a copy of the updated John Griffin and Craig Soloff organizations (electronic copy send out to attendees on March 7th).

At the May 16th meeting:

Bell Atlantic advised that the tentative date for the GTE-Bell Atlantic merger was around end of June. Paul Lacouture has been designated president-Wholesale Network Services group for the merged company. One of his appointed senior leaders is Virginia Ruesterholz, who will become senior vice president-Wholesale Services, responsible for sales and account management; CLEC ordering, provisioning, maintenance, systems and support; switched and special access services installation and maintenance; and

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wholesale performance assurance. A copy of Mr. Lacouture's direct reports was provided to the BAUG. Additional information will be provided at a later date.

BA Director: Tom Dreyer (914) 741-7600

SME/Meeting Contact: Toni Evans, Teligent (703) 460-2336, Jim Katzman, Covad (703) 530-1080, Michelle Moor, Net2000 (703) 654-2665 and P. Appandrianopoulos, Rhythms (508) 791-4344

General Meeting Contact, if different:

Sponsors: Teligent, Covad, Net2000, Rhythms Net, Allegiance, Alltel, Comcast, RCN

To Be Completed at the General Meeting

Opened <input type="checkbox"/> May 1998	Unresolved <input type="checkbox"/> Date	Resolved <input type="checkbox"/> Date
Closed <input type="checkbox"/> Ongoing		

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Issue 16: Late FOCs on Access Orders

The majority of FOCs are returned after the agreed upon interval. Moreover, at times Bell Atlantic fails to send a FOC. When this occurs Bell Atlantic is contacted by telephone to determine the status of the order. In many cases this takes numerous calls and escalations. The entire process of determining an order status takes way too many days to complete. Worst yet, in many cases Bell Atlantic issues a “blind FOC” which results in multiple FOCs for the same order.

CLEC Proposed Resolution: Allegiance expects Bell Atlantic to make every reasonable attempt to return a FOC within the agreed interval upon the receipt of valid ASR. If Bell Atlantic determines that the ASR is incomplete or inaccurate resulting in a need for additional or different information that cannot be reasonably determined by Bell Atlantic, then a call should be made to the listed individual on the ASR for further clarification and/or request additional information.

Bell Atlantic Response from 3/30/99: Bell Atlantic has conducted separate meetings with the individuals CLECs that raised this issue. Time Warner stated that they have seen significant improvement as a result of its meeting with Bell Atlantic. Since Teligent's meeting with Bell Atlantic took place on March 26th, it is too soon to report on its results. Since Allegiance was not present at the March 30th meeting, no progress was reported. Bell Atlantic agreed to keep this issue open until the next meeting so all the parties could provide their results.

CLEC Update: Allegiance has escalated this issue and is scheduled to address the specific concerns on April 30th. This needs to be addressed at the May General Meeting. Allegiance requested to keep item open till July session. At the August 3rd meeting, Allegiance requested that, while Bell Atlantic has made some improvement in FOC delivery, this issue be kept open].

On Oct. 13th the group stated that the problem of late FOC's grows. EVERY CLEC agreed that this problem has only gotten worst, not better and it is not something that should be dealt with on a CLEC by CLEC issue. The system is broke and Bell needs to FIX it. BA stated that a representative from the CATC would be in attendance at the next meeting to address this issue.

4-6-00 No Response from Bell Atlantic.

At the May 16th meeting, Eva Kaplan (Director – CATC Potomac) informed the BAUG of the following action items put in place in the CATC to improve service:

- RequestNet will be installed in the various centers which will provide increased automation in the provisioning process. RequestNet is in New York; will be in NJ (May), PA (July), Potomac area (Sep) and New England (Nov).
- Increasing the headcount assigned to the CATC across BA region.
- New maintenance center to be implemented in WVA in 3rd quarter for Potomac.
- Implemented a Status Desk in North; in June for Potomac.

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O Revised employee performance appraisal to include performance with completions, FOCs, orders ready on due dates and delay days.

O Hiring, in Potomac, first level service managers to address customers' specific requests (e.g., special reports).

O In Potomac area, Eva is hiring a full-time ACD administrative supervisor to improve telephone responsiveness.

New requests from BAUG were for:

(1) Eva or CATC representative(s) provide an update on their performance at each BAUG meeting.

(2) What response(s) should customers expect from the CATC for FOCs when there are no facilities available?

BA Response: Where RequestNet is available – 85% in 3 days and 100% in 5 days for DS1s; and 85% in 6 days and 100% in 10 days for DS3s.

(3) What is the process for the CATC to advise the customers of the status of IOF relief jobs which are holding up their orders?

BA Response: We try to advise each customer of the ECCD date and that we will provide our best estimate of what we think the FOC date will be. But we will not give a verbal or FOC until we are certain that the relief job is on track.

BA Director: Eva Kaplan (301) 282-8992

SME/Meeting Contact: Tony Evans, Teligent (703) 460-2336, Jim Katzman, Covad (703) 395-1080, Michelle Moor, Net2000 (703) 654-2665

General Meeting Contact, if different:

Sponsors: Teligent, Covad, Net2000, Rhythms Net, Allegiance, Alltel, Comcast, RCN

To Be Completed at the General Meeting

Opened	<input type="checkbox"/> 07/08/99	Unresolved	<input type="checkbox"/> Date	Resolved	<input type="checkbox"/> Date
Closed	<input type="checkbox"/> Date				

Issue 16a: Late FOCs on UNE Loops:

The majority of FOCs are returned after the agreed upon interval. BA responds to our requests but it often takes several business days and sometimes weeks to respond with a

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FOC. The FOC they respond with is for a date 6 business days from the date of their response. BA should respond to requests within a timely manner.

The process, as explained to Covad, works as follows: Covad submits the order electronically to BA through the GUI; BA TISOC assigns the order to a representative; the rep then faxes the order to engineering; engineering then faxes back with a response (i.e. facilities, no facilities); it is assigned to another representative who puts the response in the GUI.

CLEC Proposed Resolution: BA should respond to orders within 48 orders. Because BA receives our orders electronically, they should be able to send the orders to the necessary divisions electronically. Because they do not send the information electronically it leaves many opportunities for error. (i.e., with a backlog of orders, engineering said they did not receive them and then they needed to be sent again, causing even more unnecessary delay.

The CLEC then must then shoulder the blame to the customer who is waiting for service. SEE OUR NOTES ON 16.

At the August 3rd meeting, Allegiance requested that, while Bell Atlantic has made some improvement in FOC delivery, this issue be kept open. Upon further discussion it was decided that Issues 16 and 16a would be closed out and a new issue would be opened to address FOC performance, including results, explanation of measurements, etc.[See new Issue 30].

On Oct. 13th, the customers stated that for issues 16 AND 16 A, examples will be provided by the CLECS.

At the March 2, 2000 meeting Bell Atlantic discussed the FOC issues.

- o CLECs did not provide any examples of their late FOC issues for BA to investigate. 4-6-00 This response is unacceptable. Every CLECs has provided BA TISOC and executives with several examples of their company's issues.

- o Bell Atlantic announced that it has opened a new TISOC center in Falls Church, VA to handle the UNE orders for VA and WV. Bell Atlantic extended an invitation to any CLEC to visit the new center.

- o Choice One and Allegiance claimed that it has recently experienced a number of TISOC errors associated with hot cut orders. They questioned whether Bell Atlantic's use of outside help may have caused the problem.

- o Members raised the issue of FOCs being sent back to the CLEC with incomplete information (e.g., missing C order, TXNU fields). Bell Atlantic referenced the CLECs to utilize the TISOC' customer care center managed by Terry Charlton if they continue to experience such problems.

At the May 16th meeting, Charles Woods (Manager – TISOC) informed the members of the following action items put in place in the TISOC to improve service:

- O Increasing the headcount assigned to the TISOC.

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O Two new TISOC centers will be brought online in the July timeframe to handle UNE DSL loop orders (including line sharing). Pat Stevens will be the Director in charge of the three DSL TISOC centers.

O CLECs should call the TISOC (Terry Charlton 301-989-4229) ahead of time if they plan to submit a large number of orders so TISOCs can plan accordingly.

Terry Charlton (Manager - Customer Care) advised the group that if they are having problems with missing information on their FOCs, they should call him.

During the meeting, Covad inquired into:

- (1) How does the TISOC advise CLECs of changes in the due date if no FOC has been received?

BA Response:

- (2) How does the CLEC know that an inquiry has been sent from BA after a FOC has been already sent to the CLEC? Is there a way for BA to notify the CLEC of such an inquiry? Could BA send out a query report each day which would highlight these later inquiries?

BA Response: This issue should be raised on the monthly Change Control Management calls.

BA Director: Renie Spriggs (South), Mike Redmond (North)
SME/ Meeting contact: Jim Katzman, Covad (703) 395-1080
General Meeting Contact, if different:
Sponsor: Covad Communications, Net2000

To Be Completed at the General Meeting

Opened	<input type="checkbox"/> 07/08/99	Unresolved	<input type="checkbox"/> Date	Resolved	<input type="checkbox"/> Date
Closed	<input type="checkbox"/> Date				

Issue 17: Deficient Trouble Ticket Management

Problem: Bell Atlantic seldom provides ticket status notification and ticket resolution. Bell Atlantic repeatedly fails to notify of ticket closure.

Resolution Expectation: Under normal circumstances Bell Atlantic should provide proactive progress reports at mutually agreed various events during the duration of the

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ticket. A trouble ticket is considered cleared when Bell Atlantic calls and mutually agrees to the closure time and resolution with the CLEC.

Bell Atlantic Response from 3/30/99: Bell Atlantic reviewed its trouble ticket process with the CLECs at the March 30th meeting. Mike Peduto reviewed Bell Atlantic's plans to consolidate all RCMC maintenance functions into two (2) redundant locations in New Jersey. The RCMC function will be moved out of New York City to the New Jersey location. The current target for completion of this move to New Jersey is Sept. 1999. Bell Atlantic will deploy one (1) 800 number that will be used region wide in Bell Atlantic.

While Bell Atlantic does not provide manual proactive status, if a CLEC calls the RCMC and the person does not provide the status for their trouble ticket, the CLEC should request to speak to a supervisor. Bell Atlantic has rolled out RETAS, an electronic trouble reporting system, which will be more efficient for the CLECs and will allow the CLEC to get status information on line. Bell Atlantic will present RETAS at the next BAUG meeting in May. The RETAS Help Desk is set to assist the CLECs with their use of RETAS. The response to this was for CLECs to utilize RETAS, (Remote Entry Trouble Administration System). There will be a RETAS demo (live or slides) at the May Spring Conference, in NY. Demonstration was postponed until August 3rd meeting.

CLEC Update: CLECs are reviewing Bell Atlantic's response to the KMPG OSS exception 35 and 36 to ascertain if the responses are acceptable resolutions to maintenance and ticket deficiencies

Bell Atlantic Response from 8/3/99: Bell Atlantic presented a demonstration of RETAS at the August 3rd meeting. Bell Atlantic advised the BAUG that it RETAS training session in Baltimore on August 17-19 had many open seats yet. The CLECs were encouraged to attend the session.

CLEC Update from 8/3/99: The CLECs requested Bell Atlantic to address whether it would be willing to hold open a trouble ticket for 2 hours for the CLEC to concur that the trouble was repaired.

On Oct. 13th, Tom Maguire agreed to provide a revised escalation list for the TISOC/RCCC/RCMC. Bell Atlantic stated that it could not hold open trouble tickets for two hours because it would cause numerous problems, especially with the performance measurements. Maureen Davis agreed to review the "not found" troubles to see how to better manage the issue. Next week the RCMC will have the ability to review all CLEC troubles which will help with the trouble resolutions. Bell Atlantic also discussed the cooperative testing plans being developed for the installation and maintenance of UNE ADSL loop orders.

At the March 2, 2000 meeting Bell Atlantic discussed maintenance issues.

- o Maureen Davis announced that a new RCMC center will be established in Richmond, VA. The new center, which is scheduled to be fully operational in June/July time frame, will handle the Bell Atlantic region along with the current Bridgewater, NJ center.

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o Maureen announced that approximately 1% of all maintenance troubles are reported via RETAS (Bell Atlantic's electronic trouble reporting system). Bell Atlantic stated that it is troubled why customers are not using RETAS more often because it is a more efficient process for both Bell Atlantic and the CLECs. Bell Atlantic requested the members to review within their companies why they are not using RETAS and to provide their reasons and also any comments/suggestions regarding the system at the next BAUG meeting.

4-6-00 CLECS still experiencing problems, provide a process improvement for maintenance.

At the May 16th meeting, Maureen Davis (Director – RCMC) provided the following information relating to trouble tickets:

o BA's review of trouble tickets submitted in April showed that 68% of the troubles resulted in No Trouble Found (NTF); of which only 11% of this number of tickets were found to be BA's problem. BA will continue to investigate the NTF situation.

o After 3 trouble tickets are submitted by the CLEC on the same problem, the CLEC should call the RCMC so we can work together to resolve the problem (one customer submitted 13 tickets on the same problem).

o The RCMC is willing to send one of its employees to the CLEC's location to help train their people, PROVIDED that the CLEC has attended the initial RETAS training with BA. Only an insignificant percentage of CLECs are using RETAS for reporting troubles. BA requested the CLECs to provide their reasons for not using RETAS and also any comments/suggestions regarding improving the system.

o BA will have its techs call the CLEC to closed out a trouble if the CLEC provides an 800 number.

o Maureen announced that she is opening a new RCMC center on May 22nd in Richmond. All members were invited to attend the grand opening.

BA Director: Maureen Davis (301) 282-8983

SME/Meeting Contact: Lori Brosky, Allegiance (708) 836-5200 , Melissa Samel, Time Warner Communications (303)

Sponsors: Allegiance, Time Warner Communications, Rhythms Net

To Be Completed at the General Meeting

Opened <input type="checkbox"/> 12/08/98	Unresolved <input type="checkbox"/> Date	Resolved <input type="checkbox"/> Date
Closed <input type="checkbox"/> 05/16/00		

Issue 22: Bell Atlantic Not Managing Outgoing Trunking

CLEC Proposed Resolution: Bell Atlantic to monitor traffic and issue orders and turn up additional trunks in a timely manner, working cooperatively with forecasting from e.spire.

Bell Atlantic's Response: Bell Atlantic explained that its region wide plan is to augment the final trunk groups to the CLECs' switch after there is 65% utilization on the trunk groups. On a planned basis, Bell Atlantic's policy is to limit the tandem trunk groups to one (1) DS3 of traffic. Once the traffic exceeds a DS3 of capacity, Bell Atlantic will implement a direct end office trunking plan (i.e., install direct trunks to an end office if the

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traffic volume exceeds one (1) T-1 of traffic). In an emergency situation, Bell Atlantic will exceed the one (1) DS3 to a tandem policy as an interim measure. Bell Atlantic stated that it is very important that the CLECs provide trunking forecasts to Bell Atlantic.

Since e.spire was not present at the March 30th meeting to discuss its issue, Bell Atlantic will keep the issue open until the next meeting. Bell Atlantic agreed to implement the Bell Atlantic North policy in the South. Bell Atlantic will provide the estimated target date at the next meeting.

Update from 4/15/99 CLEC Call: This will remain open for more detail information from Jim Falvey. Since e.spire was not present at the May 18th session, Bell Atlantic agreed to keep this item open till the July session.

Bell Atlantic requested to close out this issue because the original sponsor (e.spire) has failed to attend the last number of meetings to further discuss the subject. At the August 3rd meeting Allegiance claimed to have a similar problem and requested to keep issue open. Bell Atlantic has been working with Allegiance to address their concerns.

4-6-00 Additional CLECs are having the same problem, this item should remain open.

At the May 16th meeting, Donna Walker (Manager CATC) led a discussion on the trunk management issue. Allegiance expressed dissatisfaction with the forecast process in BA. BA was requested to provide information on their forecast process at the next meeting.

BA Director: Pam Cunningham (617) 743-2955

SME/Meeting contact: Jim Falvey, e.spire

General Meeting Contact, if different:

Sponsors: e.spire Communications, Allegiance (8/3/99), Comcast, Cox Business Service

To Be Completed at the General Meeting

Opened <input type="checkbox"/> 02/99	Unresolved <input type="checkbox"/> Date	Resolved <input type="checkbox"/> Date
Closed <input type="checkbox"/> Date		

Issue 24: BA's Completion of Loop/LNP Orders is Causing the CLECs to Experience Directory Listings Errors.

CLEC Proposed Resolution: Bell Atlantic should provide an explanation of the cause of the Directory Listings errors and provide a solution to fix the problem.

Bell Atlantic's Response:

Bell Atlantic will have a representative attend the 10/3/99 session to address this issue.

Bell Atlantic advised that it put a new process in place which will cause the service establishment order to be directly related to the disconnect order. In addition, DSRs

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should only be used to order additional telephone books. The DL page of the LSR should be used to order directory listings with LNP.

At the March 2, 2000 meeting Bell Atlantic addressed the customers' DL issues:

- o Pat Stevens led a discussion on DL issues. Pat discussed the procedural changes made in Bell Atlantic North to tie the disconnect orders to the install orders which should significantly, if not completely, eliminate the DL errors raised by the BAUG. Bell Atlantic South will implement the same process in the 3rd-4th quarter time frame.

- o Hyperion raised a specific DL issue that Bell Atlantic will address off line directly with them.

- o Customer stated that the TISOC was providing them with a weekly report of all DL orders processed during the week. Bell Atlantic was asked if this report was available to all members and was it available in the North and South.

- o Regarding the DL verification reports, was Bell Atlantic changing from 90 days notice to 30 days notice in both the North and South? Could the CLECs get the verification reports both 90 and 30 days prior to the book closing? Were the verification reports available in both paper and electronic form (please specify)?

- o CLECs requested more information/status of Bell Atlantic's fix for customers accessing large CSRs electronically (reference Mike Toothman's process).

Bell Atlantic South will provide the Directory Verification Report 30 business days prior to the book closing. In Bell Atlantic North, the 90 days notice period is in effect. The verification report is available both on paper and electronically. Bell Atlantic will provide more information at the next meeting.

4-6-00 Still problems no improvement, some CLECs have received the report, other have asked their acct manager and have not received the report.

At the May 16th meeting, Nicole Boston (SPOC for DL) advised that the Listing Book Review (LBR) is provided to CLECs:

- o In the north – the normal interval is 90 days prior to the book closing. CLECs can also request the LBR 30 days in advance. If requested, they must also request an LBR if they still want one at 90 days prior to closing.

- o In the south – the normal interval is 30 days prior to the book closing. The CLECs can also request the LBR 90 days in advance. If requested, they must also request an LBR if they still want one at 30 days prior to closing.

Nicole also advised that (1) only those listings to be included in the book will be on the LBR; (2) the telephone number for ordering DL books is (800) 346-9639. If CLECs have a problem with completing the LSR fields, they should call her for help. Nicole's counterpart in BA north is Eyvonne LaTurco (212) 587-6706.

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BA Managers: Nicole Boston, South (301) 282-0282; Eyvonne LaTurco, North (212) 587-6706

SME/Meeting contact: Joe Calzone, Choice One Communications (716)

General Meeting Contact, if different:

Sponsors: Choice One, Allegiance, Teligent, Net2000, FairPoint, ATX,

To Be Completed at the General Meeting

Opened	<input type="checkbox"/> 05/18/99	Unresolved	<input type="checkbox"/> Date	Resolved	<input type="checkbox"/> Date
Closed	<input type="checkbox"/> 05/16/00				

Issue 25: What is Bell Atlantic's Process for Augmenting an Entrance Facility.

CLEC Proposed Resolution: Bell Atlantic should provide an overview of the process in which a CLEC can request an augment of its entrance facilities. Where can a CLEC access the documented practice or policy on augmenting an entrance facility.

Bell Atlantic's Response: Bell Atlantic provided an overview of the entrance facility implementation process to the CLECs at the August 3rd meeting. Evelynne Ramont (BA) discussed the process and advised that Bell Atlantic does have one director that controls the process regionwide.

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Bell Atlantic did have an inventory problem when an OC48 was installed but the equipment was only wired/equipped for one quad, but this issue was identified and has been resolved.

BA will address the new process for project managing entrance facility builds at the next meeting. Oden Somones discussed the new centralized database that BA will be using in the future to better project manage the builds.

At the March 2, 2000 meeting Bell Atlantic addressed the entrance facility issues.

- o Joe Snyder and Kathryn Kalajian reviewed the process for installing entrance facilities (process is the same for augments). Bell Atlantic stated that it was working on developing a matrix of major milestones with dates that Bell Atlantic would share with the CLECs. This matrix would allow the CLECs to determine whether the entrance facility was on schedule. The estimated time for completing this matrix is 2nd quarter.

- o Bell Atlantic agreed to address PICUS' specific entrance facility issue off line.

- o Bell Atlantic agreed to review the major milestones to be included on matrix with the BAUG at the next meeting.

- o BAUG requested that BA should be prepared to share any process improvements that are complete or even in draft form.

At the May 16th meeting, Kathryn Kalajian (Director, Technical Sales Support) and Dennis Ford presented Bell Atlantic's proposed matrix of major milestones that it will share with the CLECs during the implementation of their entrance facility build. BA plans to start using the summary matrix will new entrance facility builds across the region.

BA Director: Kathryn Kalajian (212) 395-8401

SME/Meeting contact: Michelle Moor, Net2000 (703) 654-2665

General Meeting Contact, if different:

Sponsors: Net2000, Teligent, Allegiance

To Be Completed at the General Meeting

Opened	<input type="checkbox"/> 05/18/99	Unresolved	<input type="checkbox"/> Date	Resolved	<input type="checkbox"/> Date
Closed	<input type="checkbox"/> 05/16/00				

Issue 27: CLECs are Requesting Parallel Provisioning

The requirement to place DS3 orders prior to DS1s is inefficient and time consuming for both BA and the CLECs.

CLEC Proposed Resolution: CLEC are requesting positive action toward developing parallel provisioning. At the August meeting there BA should be prepared to announce the task force and management who will plan and implement this new process.

Are there any additional updates concerning the task force deployment?

Bell Atlantic's Response:

Karen Maguire discussed the changes that have taken place in the area of collocation (e.g., providing cable assignment and SBNs two weeks prior to collocation turn up).

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However, the CLECs would like Bell Atlantic to provide an update on any progress made regarding parallel provisioning, especially in the area of DS1 and DS3 provisioning.

At the March 2, 2000 meeting Bell Atlantic discussed parallel processing.

o Bell Atlantic stated that due to its current processes and procedures, it cannot perform parallel processing (i.e., process the DS3 and DS1 orders concurrent with completing the entrance facility). Bell Atlantic will instead focus on the completing each step in the entrance facility build process within the interval/committed due date to the customer. Bell Atlantic's goal is to complete all entrance facility builds by the date committed to the CLEC.

4-6-00 At the March 2, 2000 meeting it was recognized that parallel processing can not be accomplished, therefore CLECs requested BA to identify where they would make process improvements, i.e. a matrix of major milestones with dates is required.

At the May 16th meeting:

As stated on Mar. 2nd, Bell Atlantic again stated that it cannot perform parallel processing. Bell Atlantic provided its proposed matrix of major milestones that it plans to use with the CLECs in building its entrance facilities. (see issue 25).

BA Director: Kathryn Kalajian (212) 395-8401

SME/Meeting Contact: Toni Evans, Teligent (703) 460-2336

General Meeting Contact, if different:

Sponsors: Teligent, Net2000, ATX, Allegiance

To Be Completed at the General Meeting

Opened <input type="checkbox"/> 07/08/99	Unresolved <input type="checkbox"/> Date	Resolved <input type="checkbox"/> Date
Closed <input type="checkbox"/> 05/16/00		

Issue 30: CLECs are Requesting Bell Atlantic to Address Performance Measurement Issues.

In the area of UNE elements and special access, the CLECs want Bell Atlantic to address the following issues:

- (a) overview of the FCC performance reports provided to CLECs, including an explanation of report items;
- (b) provide overall results for all CLECs in total (individual results are confidential to the individual companies);
- (c) explanation of how metrics are measured (e.g., how are projects defined and measured);
- (d) explanation of how CLECs can obtain copies of the reports;

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[THE CLECs WILL PROVIDE MORE DETAILS FOR THIS ISSUE AFTER THEIR CONFERENCE CALL ON 9/8/99]....No, what our notes indicate is that Bell would have someone explained their Metrics package to us.

What should happen is Executive Directors from the reported on organizations should be at the next meeting to discuss the practice of capturing these PM's. Then someone can explain the reports to us.

Bell Atlantic had planned to have someone attend the Oct. 13th meeting to address performance reports but they were called away to the commission at the last minute. Bell Atlantic will bring someone to the next meeting.

At the March 2, 2000 meeting, Julie Canny (Bell Atlantic) addressed the members' issues relating to performance measurements. Ms. Canny gave a presentation on the numerous performance reports that Bell Atlantic publishes (copy send out to attendees on March 7th). In addition, Julie fielded questions from the members regarding these reports. Most of the focus was on the NY Carrier-to-Carrier (C2C) report and Bell Atlantic agreed to provide an electronic copy of the C2C guidelines (copy send out to attendees on March 7th). Julie stated that the C2C reports were scheduled to be included on our web site in the July time frame.

- o Bell Atlantic stated that anyone that wants to receive the FCC performance reports should contact their account manager so we can set up the customer in our system.

- o Julie stated that if any customer wants to reconcile their performance data with Bell Atlantic's reported data that they should contact their account manager and the AM will get the appropriate person in our measurements group on a call with the customer.

- o Julie mentioned that Bell Atlantic has developed 10 new performance metrics relating to UNE DSL loops for inclusion in the C2C reports.

- o BAUG requested that this issue be kept open depending further questions from the members. At this time, absent any members raised specific questions, Julie will not be at the next BAUG meeting.

4-6-00 Current self-reporting requires the additional categories of LNP, 911, NXX, LS Centers, DA Centers, and OS/DA updates.

At the May 16th meeting, BA advised the BAUG that any additional measures requested by the CLECs should be submitted as part of the NY carrier-to-carrier (C2C) collaborative process. The next meeting of the NY C2C collaborative is May 23rd in Albany, NY. Since Rochelle Jones (Time Warner Communications) is the chairperson, we suggest that any interested CLEC contact Rochelle for more information.

BA Executive Director: Julie Canny (212) 395-7014

SME/Meeting Contact: Valerie Evans, Covad Communications (202) 220-0416

General Meeting Contact, if different:

Sponsors: Covad Communications, Rhythms Networks, Teligent, Net2000, Allegiance, Alltel, Comcast, RCN